

UNITED STATES DISTRICT COURT EASTERN DISTRICT OF PENNSYLVANIA



	11 29 05
JENNIFER MCFADDEN MISSIMER &) Case Number
KATHY MCPEAKE)
Plaintiffs) CIVIL COMPLAINT)
vs.) JURY TRIAL DEMANDED
GLOBAL CREDIT & COLLECTION CORPORATION	FILED
Defendant	MAY -2 2011
	MICHAEL E KUNZ Clerk

COMPLAINT AND JURY DEMAND

COMES NOW, Plaintiffs, Jennifer McFadden Missimer & Kathy McPeake, by and through their undersigned counsel, Bruce K. Warren, Esquire and Brent F. Vullings, Esquire of Warren & Vullings, LLP, complaining of Defendant and respectfully avers as follows:

I. <u>INTRODUCTORY STATEMENT</u>

1. Plaintiffs, Jennifer McFadden Missimer & Kathy McPeake, are adult natural persons and bring this action for actual and statutory damages and other relief against Defendant for violations of the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA"), which prohibits debt collectors from engaging in abusive, deceptive and unfair practices.

1 ous mailed 5/2/11

II. <u>JURISDICTION</u>

- 2. Jurisdiction of this court arises under 15. U.S.C. § 1692k(d) and 28 U.S.C. §1337.
- 3. Venue in this district is proper in that Plaintiffs reside here.

III. PARTIES

- 4. Plaintiff, Jennifer McFadden Missimer, is an adult natural person residing at 7319 West Chester Pike, Upper Darby, PA 19082. At all times material and relevant hereto, Plaintiff is a "consumer" as defined by the FDCPA, 15 U.S.C. § 1692a (2).
- 5. Plaintiff, Kathy McPeake, is an adult natural person residing at 3933 Township Line Road, Collegeville, PA 19426. At all times material and relevant hereto, Plaintiff is a "consumer" as defined by the FDCPA, 15 U.S.C. § 1692a (2).
- 6. Defendant, Global Credit and Collection Corporation, at all times relevant hereto, is and was a Corporation engaged in the business of collecting debt within the Commonwealth of Pennsylvania, with a principal place of business located at 300 International Drive, Suite 100, Williamsville, NY 14221.
- 7. Defendant is engaged in the collection of debts from consumers using the telephone and mail. Defendant regularly attempts to collect consumer debts alleged to be due to another. Defendant is a "debt collector" as defined by the FDCPA, 15 U.S.C. §1692a(6).

IV. <u>FACTUAL ALLEGATIONS</u>

- 7. Starting on or about March 21, 2011, Defendant regularly engages Plaintiffs in a series of harassing, misleading and unwarranted phone calls for an alleged debt owed by Plaintiff, Jennifer McFadden Missimer to Capital One.
- 8. Plaintiff, Jennifer McFadden Missimer and several of her siblings have received numerous phone calls and voicemails from "Jason Diaz," an agent of Defendant.
- 9. A sister of Plaintiff, Jennifer McFadden Missimer has received over twenty (20) phone calls from Defendant.
- 10. On or about March 21, 2011 Plaintiff, Kathy McPeake received the first of several voicemails from "Jason Diaz" that specifically stated the message was "strictly intended for Jennifer McFadden."
- 11. In the voicemail, "Jason Diaz" asks for Plaintiff, Jennifer McFadden Missimer to return the call to "1-877-339-1002, ext 6704," otherwise, he threatens, "If I do not hear back from you, I may be forced to make a decision without your input and recommend for further necessary steps to be taken."
- 12. Upon receipt of this voicemail, Plaintiff, Kathy McPeake returned a call to Defendant at the number and extension left on her voicemail.
- 13. Plaintiff, Kathy McPeake spoke with an agent of Defendant and explained that Plaintiff, Jennifer McFadden Missimer cannot be reached at the cell phone number where Defendant attempted to contact her, and politely asked for Defendant to stop calling her.
- 14. Despite speaking with an agent of Defendant about the voicemail and asking for their contact to cease, Plaintiff, Kathy McPeake received two additional voicemails in the following days.

- 15. The second voicemail is again left by "Jason Diaz" who states that since he has not heard from Plaintiff, Jennifer McFadden Missimer, "due to the fact, we are actually preparing to escalate this matter against you."
- 16. Defendant's third voicemail contains "Jason Diaz" threatening Plaintiff, Jennifer McFadden Missimer by giving her "24 hours to contact my office before we sign off and submit the documentation in your name, to begin the proceedings against you."
- 17. Concurrent to the voicemails left for Plaintiff, Kathy McPeake, Defendant's agent "Jason Diaz" also left routine voicemails for Plaintiff, Jennifer McFadden Missimer that contained very much the same threats.
- 18. Plaintiff, Jennifer McFadden Missimer also received a voicemail where "Jason Diaz" threatened to "move forward with the proceedings against you" if she did not return the call within 24 hours.
- 19. In a second voicemail left for Plaintiff, Jennifer McFadden Missimer on the voicemail of her cellular phone, "Jason Diaz" once again threatens that "further necessary steps" would be taken against Plaintiff, Jennifer McFadden Missimer, if he could not obtain her input.
- 20. On a third voicemail, "Jason Diaz" warns Plaintiff, Jennifer McFadden Missimer that due to the fact that he has not heard from her, "we have prepared ourselves to escalate this matter."
- 21. In every voicemail left by "Jason Diaz", Plaintiff, Jennifer McFadden Missimer is threatened with legal action that Defendant is incapable of initiating.
- 22. Defendant is not a licensed to practice law; therefore, it has no authority to allude to impending legal action against Plaintiff, Jennifer McFadden Missimer.

- 23. To date, Plaintiff has not been served with a civil complaint in any venue for any outstanding debt.
- 24. Defendant, by and through "Jason Diaz," intentionally badgered Plaintiff, Jennifer McFadden Missimer's family members in an effort to coerce the debt from Plaintiff, Jennifer McFadden Missimer by leaving private and personal information on the voicemail of uninvolved third parties.
- 25. Defendant, by and through "Jason Diaz" made the conscious decision to ignore Plaintiff, Kathy McPcake's insistence that Plaintiff, Jennifer McFadden Missimer could not be reached by calling her cell phone, and placed a minimum of two more phone calls where revealing and threatening voicemails were left.
- 26. All threats made to Plaintiff, Jennifer McFadden Missimer and her family members are still within thirty days of the receipt of Defendant's initial dunning letter, and as such, Plaintiff, Jennifer McFadden Missimer is not properly allotted the time outlined under federal law to dispute the validity of the alleged debt.
- 27. Defendant acted in a false, deceptive, misleading and unfair manner by threatening to take action that it did not intend to take for the purpose of coercing Plaintiff to pay the debt.
- 28. Defendant knew or should have known that their actions violated the FDCPA. Additionally, Defendant could have taken the steps necessary to bring their and their agent's actions within compliance of the FDCPA, but neglected to do so and failed to adequately review those actions to insure compliance with the law.

- 29. At all times pertinent hereto, Defendant were acting by and through their agents, servants and/or employees, who were acting with the scope and course of their employment and under the direct supervision and control of Defendant herein.
- 30. At all times pertinent hereto, the conduct of Defendant as well as its agents, servants and/or employees, was malicious, intentional, willful, reckless, negligent and in wanton disregard for federal and state law and the rights of the Plaintiffs herein.
- 31. Plaintiffs have suffered and continues to suffer actual damages as a result of Defendant's unlawful conduct.
- 32. As a direct consequence of Defendant's acts, practices and conduct, Plaintiffs suffer and continue to suffer from humiliation, anger, anxiety, emotional distress, fear, frustration and embarrassment.
- 33. Defendant's conduct was so outrageous in character, and so extreme in degree, as to go beyond all possible bounds of decency, and to be regarded as atrocious, and utterly intolerable in a civilized community.

COUNT 1 – FDCPA

- 34. The above paragraphs are hereby incorporated herein by reference.
- 35. At all times relevant hereto, Defendant was attempting to collect an alleged debt which was incurred by the Plaintiffs for personal, family or household purposes and is a "debt" as defined by 15 U.S.C. § 1692a(5).
- 36. The foregoing acts and omissions constitute violations of the FDCPA, including but not limited to, violations of 15 U.S.C. § 1692;
 - § 1692b(2): Contact of Third Party: Stated that the consumer owes any debt

- § 1692b(3): Contact of Third Party: Contacted a person more than once, unless requested to do so
- § 1692c(a)(1): At any unusual time, unusual place, or unusual time or place known to be inconvenient to the consumer
- § 1692d: Any conduct that natural consequence of which is to harass, oppress or abuse any person
- § 1692d(5): Caused the phone to ring or engaged any person in telephone conversations repeatedly
- § 1692e: Any other false, deceptive or misleading representation or means in connection with the debt collection
- § 1692e(2): Character, amount, or legal status of the alleged debt
- § 1692e(5): Threaten to take any action that cannot legally be taken or that is not intended to be taken
- § 1692e(10): Any false representation or deceptive means to collect a debt or obtain information about a consumer
- § 1692f: Any unfair or unconscionable means to collect or attempt to collect the alleged debt

WHEREFORE, Plaintiffs respectfully request that this court enter judgment in their favor and against Global Credit & Collection Corporation for the following:

- Actual damages;
- b. Statutory damages pursuant to 15 U.S.C. §1692k;

- c. Reasonable attorney's fees and costs of suit pursuant to 15 U.S.C. §1692k; and
- d. Such addition and further relief as may be appropriate or that the interests of justice require.

COUNT II

VIOLATIONS OF PENNSYLVANIA FAIR CREDIT EXTENSION UNIFORMITY ACT

(FCEUA, 73 Pa. C.S. § 2270.1 et seq.)

- 37. Plaintiffs repeat, re-allege and incorporates by reference the foregoing paragraphs.
- 38. The collection of a debt in Pennsylvania is proscribed by the Fair Credit Extension Uniformity Act at 73 Pa. C.S. § 2270.1 et seq., ("FCEUA") and the Pennsylvania Unfair Trade Practices and Consumer Protection Law 73 Pa. C.S 201-1 et seq. ("UTPCPL"). Defendant is a debt collector pursuant to 73 Pa. C.S. § 2270.3.
- 39. The alleged debt Defendant was attempting to collect is a debt as defined by 73 Pa. C.S. § 2270.3.
- 40. The FCEUA proscribes, <u>inter alia</u>, engaging in any false, misleading or deceptive representations when attempting to collect a consumer debt.
- 41. The actions of Defendant, as aforesaid, constitute false, misleading or deceptive representations.
 - 42. Violations of the FDCPA are per se violations of the FCEUA and the UTPCPL.
- 43. As a direct and proximate result of the said actions, Plaintiffs have suffered financial harm.

44. By virtue of the violations of the law as aforesaid, and pursuant to the FCEUA and UTPCPL, Plaintiffs are entitled to an award of actual damages, treble damages, attorney's fees and costs of suit.

WHEREFORE, Plaintiffs pray this Honorable Court enter judgment in their favor and against Defendant, and Order the following relief:

- Actual damages;
- b. Treble damages:
- c. An award of reasonable attorneys fees and expenses and costs of court; and
- d. Such additional relief as is deemed just and proper, or that the interests of justice require.

COUNT III

VIOLATIONS OF PENNSYLVANIA CONSUMER PROTECTION LAW ("UTPCPL"), 73 Pa. C.S. § 201-1 et seq.

- 45. The foregoing paragraphs are incorporated herein by reference.
- 46. Plaintiffs and Defendant are "Persons" to 73 Pa. C.S § 201-2.
- 47. The UTPCPL proscribes, <u>inter alia</u>, engaging in any "unfair or deceptive acts or practices", either at, and prior to or subsequent to a consumer transaction.
- 48. The action of Defendant, as aforesaid, constitutes unfair acts or practices under the UTPCPL, by way of the following, <u>inter alia</u>:

- a. Defendant misrepresented to Plaintiffs the character, extent or amount of the debt or its status in a legal proceeding, 73 Pa. C.S. § 201-3.1;
- b. Defendant engaged in deceptive or fraudulent conduct which created a likelihood of confusion or of misunderstanding, 73 Pa. C.S. § 201-2(xxi);
- c. Defendant failed to comply with the FDCPA and FCEUA which are <u>per se</u> violations of the UTPCPL.
- 49. As a direct and proximate result of the said actions, Plaintiffs have suffered financial damages and other harm.
- 50. By virtue of the violations of law aforesaid and pursuant to the UTPCPL, Plaintiffs are entitled to an award of actual damages, treble damages, attorney's fees and costs of suit.

WHEREFORE Plaintiffs pray this Honorable Court enter judgment in their favor and against Defendant, and Order the following relief:

- An Order declaring that Defendant violated the UTPCPL;
- b. Actual damages;
- c. Treble damages;
- d. An award of reasonable attorney's fees and expenses and cost of suit; and
- c. Such additional relief as is deemed just and proper, or that the interest of justice may require.

V. <u>JURY DEMAND</u>

Plaintiffs hereby demand a jury trial as to all issues herein.

Respectfully submitted,

WARREN & VULLINGS, LLP

Date: April 28, 2011 BY: /s/ Bruce K. Warren BKW4066

Bruce K. Warren, Esquire

BY: /s/ Brent F. Vullings BFV8435

Brent F. Vullings, Esquire

Warren & Vullings, LLP 93 Old York Road, Suite 33 Jenkintown, PA 19046 215-745-9800 Fax 215-745-7880 Attorney for Plaintiff

CIVIL COVER SHEET The JS 44 civil cover sheet and the inform lide of the difference in either replace nor supplement the filing and service of pleudings or other papers as required by law, except as provided by local rules of court. This form, approved to the Tunicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.) DEFENDANTS I. (a) PLAINTIFFS Global Credit & Collection Corporation Jennifer McFadden Missimer and Kathy McPeake. Erié Co., N' County of Residence of First Listed Defendant ⁄Delaware Со., Р<u>А</u> (b) County of Residence of First Listed Plaintiff, NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATI N OF THE LAND INVOLVED. Attorneys (If Known) (c) Attorney's (Firm Name, Address, Telephone Number, and Email address) Warren & Vullings, LLP, 93 Old York Road, Suite 333 Jenkintown, PA 19046 215-745-9800 III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff II. BASIS OF JURISDICTION (Place an "X" in One Box Only) and One Box for Defendant) (For Diversity Cases Only) PTF DEF □ 3 Felderal Ouestion \Box 4 -14Incorporated or Principal Place "1 U.S. Government Citizen of This State (U.S. Government Not a Party) Plaintiff of Business In This State Incorporated and Principal Place Citizen of Another State □ 4 Diversity U.S. Government of Business In Another State Defendant (Indicate Citizenship of Parties in Item III) 7 6 J 6 3 Foreign Nation Citizen or Subject of a Foreign Country NATURE OF SUIT (Place an "X" in One Box Only) OTHER STATUTES BANKRUPTCY FORFEITURE/PENALTY 422 Appeal 28 USC 158 400 State Reapportromment ☐ 610 Agriculture PERSONAL INJURY PERSONAL INJURY 410 Antitrust ☐ 110 Insurance ☐ 423 Withdrawal 🗇 620 Other Food & Drug 362 Personal Injury -310 Amplane 430 Banks and Banking □ 120 Marine 28 USC 157 ☐ 625 Drug Related Scizure Med Malpractice 315 Airplane Product 450 Commerce □ 130 Miller Act of Property 21 USC 881 365 Personal Injury -Liability PROPERTY RIGHTS 460 Deportation 7 140 Negotiable Instrument 630 Liquor Laws Product Liability 320 Assault, Libel & 470 Racketeer Influenced and ☐ 150 Recovery of Overpayment ☐ 640 R.R. & Truck 7 820 Copyrights 368 Asbestos Personal Slander Corrupt Organizations & Enforcement of Judgmen 7 830 Patent 7 650 Arthre Regs. 330 Federal Employers Injury Product 480 Consumer Credit ☐ 151 Medicare Act □ 840 Trademark ☐ 660 Occupational 1 inhility ☐ 152 Recovery of Defaulted Liability 490 Cable/Sat TV Safety/Health PERSONAL PROPERTY 340 Marine 810 Selective Service Student Loans 7 690 Other 370 Other Fraud 345 Marine Product 850 Securities/Commodities: (Excl. Veterans) SOCIAL SECURITY LABOR 371 Truth in Lending 1 jability 7 153 Recovery of Overpayment ☐ 861 HTA (1395ff) Exchange 710 Fair Labor Standards 350 Motor Vehicle 380 Other Personal 875 Customer Challenge of Veteran's Benefits 3 862 Black Lung (923) Property Damage 355 Motor Vehicle 12 USC 3410 7 160 Stockholders' Suits 7 863 DIWC/DIWW (405(g)) 385 Property Damage 720 Labor/Mgmt. Relations Product Liability 890 Other Statutory Actions 190 Other Contract □ 864 SSID Title XVI Product Liability 730 Labor/Mgmt.Reporting 360 Other Personal 891 Agricultural Acts 7 195 Contract Product Liability □ 865 RSI (405(g)) & Disclosure Act Injury 892 Economic Stabilization Act J 196 Franchise FEDERAL TAX SUITS 740 Railway Lahor Act PRISONER PETITIONS REAL PROPERTY CIVIL RIGHTS 893 Unvironmental Matters ☐ 870 Taxes (U.S. Plaintiff) 7 790 Other Labor Litigation 510 Motions to Vacate 441 Voting 894 Fnergy Allocation Act 7 210 Land Condemnation or Defendant) 791 Empl. Ret. Inc. 442 Employment Sentence 895 Freedom of Information 7 220 Foreclosure ■ 871 IRS Third Party Security Act Habeas Corpus: 443 Housing 26 USC 7609 Act Accommodations 530 General 900Appeal of Fee Determination 240 Torts to Land IMMIGRATION 535 Death Penalty 444 Welfarc Under Equal Access 7 245 Tort Product Liability 540 Mandamus & Other ☐ 462 Naturalization Application 445 Amer w/Disabilities 7 290 All Other Real Property to Justice 3 463 Habeas Corpus -550 Civil Rights Employment 950 Constitutionality of 555 Prison Condition Alien Detainee 446 Amer, w/Disabilities State Statutes 465 Other Immigration Other Actions 3 440 Other Civil Rights Appeal to District Judge from ORIGIN (Place an "X" in One Box Only) Transferred from ☐ 6 Multidistrict ☐ 4 Reinstated or ☐ 5 Magistrate Remanded from 7 2 Removed from \square 3 another district Original Litigation Reopened Judement Appellate Court (specify) Proceeding State Court Tite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity). Fair Debt Collection Practices Act 15 U.S.C. 1692 a CAUSE OF ACTION Brief description of cause Violation of FDCPA 0 CHECK YES only if demanded in complaint: DEMAND S CHECK IF THIS IS A CLASS ACTION VII. REQUESTED IN T No Ø

Explanation:

COMPLAINT:

VIII. RELATED CASE(S)

SIGNATURE OF ATTORNEY OF RECORD

04/28/2011

DATE

/s/ Brent F. Vullings, Esq.

UNDER F.R.C.P 23

JUDGE

(See instructions):

bv@w-vlaw.com

JURY DEMAND:

DOCKET NUMBER

2 2011

MAY

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FOR THE EASTERN DISTRICT OF PENNSYLVANIA DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar Address of Plaintiff Jennifer McFadden Missimer, 7319 West Chester Pk, Upper Darby, PA 19082 and Kathy McPeake, 3933 Township Line Rd, Collegeville, PA 19426 Address of Defendant Global Credit & Collection Corporation, 300 International Drive, Suite 100, Williamsville, NY 14221 Place of Accident Incident or Transaction Delaware Co., PA (Use Reverse Side for additional space Does this civil action involve a nongovernmental corporate party with any parent corporation and any publicly held corporation owning 10% or more of its stock? (Attach two copies of the Disclosure Statement Form in accordance with Fed. R.Civ.P.7.1(a)) _ Does this case involve multidistrict litigation possibilities? RELATED CASE, IF ANY: Date Terminated . Case Number (Civil cases are deemed related when yes is answered to any of the following questions 1. Is this case related d to properly included in an earlier numbered suit pending or within one year previously terminated action in this court? Yes [2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit pending or within one year previously terminated Yes 📋 action in this court? 3. Does this case involve the validity or infringement of a patent already in suit or in any earlier numbered case pending or within one year previously Ycs terminated action in this court? CIVII. (Place X in ONE CATEGORY ONLY) B. Diversity Jurisdiction Cases: A. Federal Question Cases: 1 | Insurance Contract and Other Contracts [] Indemnity Contract, Marine Contract, and All Other Contracts Airplane Personal Injury 2 T FELA Assault, Defamation Jones Act-Personal Injury 4 . Marine Personal Injury . Antitrust 5 Motor Vehicle Personal Injury Patent Other Personal Injury (Please Specify) Labor-Management Relations Products Liability Civil Rights Products Liability - Asbestos Habens Corpus 9 All other Diversity Cases Securities Act(s) Cases (Please Specify) Social Security Review Cases All other Federal Question Cases (Please specify) Fair Debt Collection Practices Act ARBITRATION CERTIFICATION ichieck Appropriate Category Brent F. Vullings, Esq. Counsel of record do hereby certify: Pursuant to Local Civil Rule 53.2, Section 3(e)(2), that to the best of my, knowledge and belief, the damages recoverable in this civil action case exceed the sum of \$150,000 00 exclusive of interest and costs [] Relief other than monetary damages is sought 92344 /s/ Brent F. Vullings BFV8435 DATE: 04/28/2011 Attorney ID.# NOTE: A trial de novo will be a trial by jury only if there has been compliance with F.R.C.P. 38. I certify that to my knowledge, the within case is not related to any case now pending or within one year previously terminated action in this Court except as noted above.

CIV:609 (4:03)

DATE: 04/28/2011

/s/ Brent F. Vullings BFV8435

92344 Attorney ID #

APPENDIX I

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

		CIVIL ACTION	
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oal Credit & Collection Corp	oration	NO.	
plaintiff shall complete a filing the complaint and s side of this form.) In the designation, that defenda- tie plaintiff and all other	Civil Justice Expense and, Delay Racase Management Track Designate Serve a copy on all defendants. (See e event that a defendant does not ant shall, with its first appearance, so parties, a case management track in its ease should be assigned.	tion Form in all civil cases at the ti § 1:03 of the plan set forth on the re- agree with the plaintiff regarding submit to the clerk of court and ser	ime evers g sai ve o
SELECT ONE OF THE	E FOLLOWING CASE MANAG	EMENT TRACKS:	
(a) Habeas Corpus - Cas	ses brought under 28 U.S.C. §2241	through §2255.	(
(b) Social Security- Cas and Human Services	ses requesting review of a decision denying plaintiff Social Security E	of the Secretary of Health Benefits	(
(c) Arbitration - Cases r	equired to be designated for arbitra	ation under Local Civil Rule 53.2.	(
(d) Asbestos - Cases invexposure to asbestos.	volving claims for personal injury o	or property damage from	(
commonly referred t	t - Cases that do not fall into tracks o as complex and that need special se side of this form for a detailed e	or intense management by	(
(f) Standard Manageme	nt - Cases that do not fall into any	one of the other tracks.	(
04/28/2011	/s/ Brent F. Vullings BFV8435	Plaintiff	
Date	Attorney-at-law	Attorney for	
215-745-9800 Telephone	215-745-7880 FAX Number	bv@w-vlaw.com E -Mail Address	